SUMMARY

GREEN LIGHT

- The Combined Origination and Disbursement (COD) business case has been approved, and share-in-savings negotiations and performance measures development have begun.

- As of June 5 a significant threshold has been passed, with ED and Private Collection Agencies (PCA) default recoveries totaling $1,012,485,941. This is approximately $60 million ahead of the recovery rate from June 5, 2000.

- On May 24th results of SFA's second match with the National Directory of New Hires (NDNH) database were calculated. SFA sought to match 1.25 million collection records against the NDNH database. The match produced data on a total of 461,728 accounts, with unpaid loan balances totaling approximately $1.2 billion. As of May 31st, SFA has collected over $57 million as a result of receiving NDNH data. Since matching efforts with NDNH began, new information has been obtained on 690,621 accounts, whose unpaid loan balances total approximately $3.2 billion.

- SFA approved NCS' contract proposal to provide Direct Loan authentication services for DL e-Master Promissory Note. Also, at the May 15th IRB meeting, $1.3 million was returned in cost savings from e-signature development.

- Staff from Program Development and the National Student Loan Data System (NSLDS) are preparing a letter to institutions reminding them of the change in regulations, effective July 1, 2001, on the method by which they obtain financial aid history information for transfer students. This change, with the new services provided to schools by NSLDS, finally eliminates paper financial aid transcripts (FATs) from the student aid process.

- CFO reports that the monthly Status of Funds Report is now available on SFANet. SFA managers can access their detailed and/or summary reports, beginning with the month of April. Simply go to the CFO/Financial Management page of SFANet and scroll down to the monthly report selection under the "Budgets" heading.

- SFA-CIO Administration completed the physical inventory of CFO's assets. To date, 90% of CFO's IT assets have been reconciled against the audit report. SFA Administration plans to develop a desk guide to instruct SFA employees on effective procedures to monitor IT inventory on an on-going basis.

PERFORMANCE PLAN INDICATOR STATUS AT A GLANCE*
as of June 8, 2001

	Indicator[1]	Status
Students Channel	Establish a Web portal for students that will provide access to student related online services.	Delayed
	Create and launch a new products/services/delivery approach.	🟢
	Launch a single, toll-free "one call does it all" number for student customer service.	🟡
	Answer 95 % of 1-800-4FEDAID calls, and average a four rating (out of five) in weekly service survey.	🟢
	Increase the number of FAFSAs filed electronically from four million last year to five million in FY2001.	🟢
	Process all paper and electronic FAFSAs with an average turnaround time of seven days or less.	🟢
	Upgrade the Student Aid Report (SAR) for the 2002/2003 School year with a plain language letter.	🟢
	Analyze the results of the IRS Phase II statistical study of electronic matching of income data.*	🟢
	Increase to 400,000 the total number of borrowers repaying Direct Loans through Electronic Debiting.	🟢
	Retire Central Data System: transferring necessary functionality to other systems.	✓
	Process all deferment and forbearance requests within seven days of receipt at the DL Servicing Center.	🟢
	Provide, via the DL Servicing Web site, new Spanish language deferment and forbearance requests.	✓
	Process Loan Consolidations in 50 days or less.	🟢
	Increase the number of consolidation applications filed electronically by 50% in FY2001.	✓
	Keep the default recovery rate at 10% or higher.*	🟢
	Implement the National Directory of New Hires database matching program.*	🟢
	Establish a program and multi-year goals to further reduce the cohort and lifetime default rates.*	🟢
Schools Channel	Increase oversight efforts by increasing Program Reviews by 20%.*	🟢
	Educate the foreign school community about SFA program requirements to reduce non-compliance.*	🟢
	Implement a pilot program that prevents students from falsifying enrollment at foreign institutions.*	🟢
	Determine the initial cohort of recertification applications of foreign non-medical schools in FFEL.	🟢
	Keep the cohort default rate under 8%.*	🟢
	Provide each school with single SFA point of contact.	✓
	Release version 1 of the School Portal.	✓
	Release version 2 of School Portal.	🟢
	Choose operating partners to assist in building common business processes and systems.	🟢
	Develop and implement a strategy for creating a single "system" of unduplicated school data.	🟢
	Complete 96% of reimbursement requests within 30 days.	🟢
	Develop action plans for at least 90% of the schools on reimbursement.*	🟢
	Resolve 93% of school audits within six month of receipt.*	🟢
	Process 98% of the Direct Loan origination and disbursement records within two days.	🟢
	Process 98% of the Pell funding requests from RFMS receipt through GAPS within 24-36 hours.	🟢
	Migrate the Campus-Based System to a relational database for use in the 2001-2002 FISAP filing.	🟢
	Provide Direct Loan schools with results of PLUS loan credit checks within two days.	🟢
	Eliminate the Mid-Term Financial Aid Transcripts.	🟢
	Maintain the viability and competitiveness of the Direct Loan Program.	🟢
	Provide Direct Loan schools with results of on-line entrance counseling electronically.	✓
Financial Partners Channel	Establish a program and multi-year goals to further reduce the cohort and lifetime default rates.*	🟢
	Establish Web portal for Financial Partners to provide one stop access to SFA services and information.	🟢
	Design and implement improvements to the core business functions.	🟡
	Implement and monitor at least four voluntary flexible agreements for program participation.	✓
	Submit a report to Congress on the viability of expanding the VFA "pilot".	🟢
	Implement a centralized processing pilot project to eliminate false death and disability claims.*	🟢
	Complete investigative analysis on the remaining 1,300 discharges identified from the IG audit.*	🟢

PERFORMANCE PLAN INDICATOR STATUS AT A GLANCE*
as of June 8, 2001

	Indicator[1]	Status
FP cont'd	Retire the FFEL System (Phase I).	🟢
	Create the Data Mart (Phase I).	🟢
CIO	Achieve 90% of the annual major modernization milestones that have been approved by the ITIRB.	🟢
	Implement an infrastructure to support a standard branding view of all SFA data.	🟢
	Reduce overall volume-adjusted operating costs for systems migrated to the data center by five percent.	🟢
	Convert partner interfaces from a private network to the Internet.	Delayed
	Use data warehousing to provide information for management reporting and trend analysis.	🟢
	Build the enterprise technical architecture including Middleware.	🟢
	Enhance the security infrastructure based upon the framework and policies developed in FY 2000.*	🟢
	Implement configuration management for SFA initiatives.	✓
	Complete the IT policies and procedures manual.	🟢
	Implement three Electronic ID processes and test these with customers, external partners or employees.	🟢
	Complete the migration of the Direct Loan Servicing System to the Virtual Data Center.	Dropped
	Publish Application Program Interface Standards for all technical services and some business services.	🟢
	Develop the Enterprise Solution for electronic signature.	🔴
CFO	Demonstrate enhanced SFA financial management.*	🟢
	Provide full accounting capability for all SFA programs through implementation of the FMS.*	🟢
	Obtain an unqualified opinion on the FY 00 SFA financial statement audit.*	🔴
	Enhance the activity-based costing module to track unit costs and provide quarterly managerial reports.*	🟢
Enterprise Areas	Expand SFANet to be the transaction tool for SFA's internal business.	🟢
	Develop and implement a national outreach campaign to promote use of key SFA electronic products.	🟢
	Design and deliver a course on student aid traditions to all SFA employees by December 15, 2000.	✓
	Deliver a course on "SFA Front-to-Back" that explains the processes involved in delivering financial aid.	🟢
	Implement second generation Ombudsman Case Tracking System (OCTS 2.0).	🟢
	Develop feedback loops to give operating partners quarterly reports of cases specific to their unit.	🟢
	Develop and implement a research agenda focused on collecting and evaluating program performance.	🟢
	Implement an integrated data collection and reporting process on program data to all SFA managers.	🟢
	Pilot individual team-based scorecards.	🟢
	Simplify FFELP Lender Due Diligence Regulations.	🟢
	Create an SFA Policy Guidance Database.	🟢
	Modify procedures to expedite the recruitment process.	🟢
	Implement new employee incentives and recognition programs that support the performance plan.	✓
	Implement SFA Performance Development Process.	🟢
	Implement a 'Partnership Program' to establish a better relationship with SFA Operating Partners.	✓
	Assume complete responsibility for the management of all SFA acquisitions and contracts.	✓
	Complete adoption of performance measures to appropriate legacy contracts.	🟢
	Ensure new contracts include consistent and value-added performance measures.	🟢
	Increase participation of small businesses in our contracts and in subcontracts by 5%.	🟡
	Develop an automated contract management system to interface with SFA's FMS.	🟢
	Provide performance-based training on acquisition management to all SFA managers.	🟢
	Implement the recommendations of the Document Quality Control Group.*	🟢
	Test all new products or modules with actual "end-users" to identify deficiencies prior to product release.	🟢

*Contributes to the goal of improving the financial integrity of student financial aid programs.

[1]List is not exhaustive of all SFA operating goals and improvement projects.

YELLOW LIGHT

RED LIGHT

SCHEDULE CHANGES

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
1	Students		Establish a Web portal for Students that will provide access to Student related online services.	*HISTORY* APRIL 27, 2001: The Student's Channel continues to actively participate in the CIO sponsored Portal Strategy IPT. Our high level portal requirements have been delivered to the CIO. The CIO is currently reviewing Web products that will meet our requirements. The IPT outcome will produce an SFA wide Portal Strategy including views of the Channels. Once the Portal Strategy is delivered, we will commence a detailed Student Channel content analysis. Modernization funds for this effort are pending the acceptance of the Portal Strategy document, as it will outline the funding requirements. The target completion date for this initiative has been extended to 9-30-02. Successful completion of this project is contingent on the successful implementation of the Schools Portal, and the allocation of dollar resources. The Students channel is awaiting final CIO recommendations regarding Web products. APRIL 13: DELAYED. The Students Channel continues to actively participate in the CIO sponsored Portal Strategy IPT. Our high level portal requirements have been delivered to the CIO. The CIO is currently reviewing Web products that will meet our requirements. The IPT outcome will produce an SFA wide Portal Strategy including views of the Channels. Once the Portal Strategy is	5%

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				delivered, we will commence a detailed Student Channel content analysis. Modernization funds for this effort are pending the acceptance of the Portal Strategy document, as it will outline the funding requirements. Successful completion of this project is contingent on the successful implementation of the Schools Portal, and the allocation of dollar resources. The students Channel is awaiting final CIO recommendations regarding Web products.	
2	Students		Create and launch a new products/services/ delivery approach that will increase the amount of student aid related information available to Students and Parents, including those speaking English as a second language.	The English and Spanish versions of the 2001-02 Drug Brochure have been delivered to the printer. Backorders are being fulfilled. *HISTORY* MAY 25: Aid Awareness final text review is complete. Other SFA staff will finish reviewing the publication by May 25, 2001. MAY 11: The 2002-03 English/Spanish Student Financial Assistance Glossary of Financial Aid Terms is being updated and will be distributed throughout SFA via e-mail on May 14, 2001 and made available on the Intranet when the Students Channel site reopens. A federal student aid poster has been developed to raise awareness about student aid scams, and to stress applying is free, and that information and advice is readily available. Feedback on the poster's design and message was obtained though list-servs and focus groups from more than 200 participants including high school counselors, students and parents. Because the poster has been delayed by	80% 40%

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			the moratorium, it will be distributed September 2001. "Looking for Student Aid" is a brochure on finding scholarships and applying for federal student aid without paying money for information. It suggests sources of free information and advice for the student and parent. Comments from the financial aid community are being incorporated. We will seek student feedback after the brochure is laid out. A teacher loan forgiveness brochure is being produced as a PIC item and will not be available for bulk ordering. The brochure will reflect recent changes on teacher loan forgiveness programs. Comments from SFA staff are being incorporated into the text. The English and Spanish versions of the 2001-02 Drug Brochure are final. Delivery date is May 10, 2001. Several Students channel staff visited Puerto Rico to conduct focus groups with students, parents, and teachers on a debt management publication in Spanish (title of the publication to be determined). This publication features highlights from several current Department o Education publications including "All About Direct Loans", "Entrance/Exit Counseling Guide for Borrowers", and "Student Loans Driving Your Crazy?" The publication is being edited to incorporate suggestions from the Hispanic community. Final text review is underway. APRIL 27: The 2002-03 English/Spanish Student Financial Assistance Glossary of Financial Aid Terms is being updated and will be	

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			distributed throughout SFA via email and made available on the Intranet. This glossary is given to contractors (professional translators with ATA accreditation) for translation of SFA material. A federal student aid poster has been developed to raise awareness about student aid scams, and to stress applying is free, and that information and advice is readily available. We expect a printed supply to be available May 7, 2001. NOTE: Because the poster has been delayed by the moratorium, we are considering postponing its distribution until September. The Spanish version of the 2001-2002 Drug Brochure is final. Proofs from the printer will arrive this week. The English version of the 2001-2002 Drug Brochure is final. Proofs from the printer will arrive this week. Several Students Channel staff visited Puerto Rico to conduct focus groups with students, parents, and teachers on a debt management publication in Spanish (title of the publication to be determined). This publication features highlights from several current Department of Education publications including All About Direct Loans, Entrance/Exit Counseling. APRIL 13: Contacted webmaster of the Department's "Resources in Spanish" page (Recursos en Espanole) at www.ed.gov and included links to SFA material in Spanish. These links are located at http://www.ed.gov/offices/OIIA/ spanish resources/publicaciones.html. The	

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Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			HMTL versions of the 2001-2002 Funding Your Education in English and Spanish are available at http://www/ed/gov/prog_info/SFA/FYE/(March 2001). The 2002-03 English/Spanish Student Financial Assistance Glossary of Financial Aid Terms is being updated and will be distributed throughout SFA via e-mail and made available on the Intranet. This glossary is given to contractors (professional translators with ATA accreditation) for translation of SFA material. A federal student aid poster is being developed to raise awareness about student aid scams, and to stress applying is free, and that information and advice is readily available. Feedback on the poster's design and message was obtained through list-servs and focus groups from more than 200 participants including high school counselors, students and parents. The poster was sent to GPO on 3/28. We expect a printed supply to be available in four weeks. Looking for Student Aid is a brochure on finding scholarships and applying for federal student aid without paying money for information students. It suggests sources of free information and advice for the student and parent. Comments from the financial aid community are being incorporated. We will seek student feedback after brochure is laid out. A teacher loan forgiveness brochure is produced as a PIC item and will not be available for bulk ordering. The brochure will reflect recent changes on teacher loan forgiveness programs. The brochure is being distributed to SFA staff for comments and feedback. The	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				Spanish version of the 2001-02 Drug Brochure is final.	
3	Students		Launch a single, toll-free, "one call does it all", number for student customer service that will allow access to any call center.	*HISTORY* MAY 11: The "Consistent Answers for Customers" business case was approved by the Internal Review Board on April 5. There are four components to the business case: Contact Management and Core View for Schools, Call Center Optimization, Central IVR, and Common Contact Management Application for SFA. APRIL 13: The Consistent Answers for Customers business case will be presented to the Internal Review Board on April 5. There are four components to the business case: Contact Management and Core View for Schools, Call Center Optimization, Central IVR, and Common Contact Management Application for SFA.	15%
4	Students		Answer 95 % of 1-800-4FEDAID calls. Ratings for courtesy, answer speed, and overall service will average a four rating (out of five) in our weekly survey.	*HISTORY* MAY 11: The call completion level to date is currently averaging 97.8%. Customer satisfaction, based on overall service, has continued to exceed the required goal during the first quarter. The average customer satisfaction for April has exceeded a four rating, with 90% of the customers rating the service received a 4 (out of 5) or better.	Exceeding Standard

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				APRIL 27, 2001: The call completion level to date is currently averaging 97.3%. Customer satisfaction, based on overall service, has continued to exceed the required goal during the first quarter. The average customer satisfaction for March has exceeded a four rating, with over 91% of the customers rating the service received a 4 (out of 5) or better.	
5	Students		Increase the number of FAFSAs filed electronically from four million last year to five million in FY2001 with 50% via our web product. To help accomplish this, release the FAFSA on the Web 5.0 application in time for the 2001-2002 application cycle, making the application completion easier for users, while increasing performance and scalability.	Through May there have been 7,849,404 applications processed. Of these, 3,371,531 have been filed electronically, with 2,170,682 filed via the web. We are projecting that we will process 5,412,801 applications electronically in FY01. Of that number, we are projecting that 3,312,322 or 64% of them will be filed via the web. *HISTORY* **MAY 11, 2001:** Through April there have been 6,497,980 applications processed. Of these, 2,698,708 have been filed electronically, with 1,773,351 filed via the web. To date 66% of all electronic submissions have utilized the web. **APRIL 13, 2001:** The 2001-2002 FAFSA on the Web was available to students on January1, 2001 at 7:15 a.m. CT. Through March there have been 5,178,652 applications processed. Of these 2,099,897 have been filed electronically, with 1,367,824 filed via the web. To date 65% of all electronic submissions have utilized the web.	50%

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				We are projecting that we will process 5,076,017 applications electronically in FY01. Of that number, we are projecting that 2,971,549 or 59% of them will be filed via the web.	
6	Students		Process all paper and electronic FAFSA's with an average turnaround time of seven days or less.	For the 2001-02 processing cycle we are currently processing applications in an average of 4.72 days. *HISTORY* MAY 11, 2001: For the 2001-02 processing cycle we are currently processing applications on an average of 5.5 days. APRIL 27, 2001: For the 2001-02 processing cycle we are currently processing applications on an average of 4.6 days.	Exceeding Standard Exceeding Standard
7	Students		Upgrade the Student Aid Report (SAR) for the 2002/2003 School year with a plain language letter that clearly explains to applicants what's next, details the information they provided, and explains how to correct any FAFSA errors.	*HISTORY* APRIL 13, 2001: The SAR has gone through an extensive transformation as a result of extensive hours of usability testing beginning May 2000. Based on the results of the tests and feedback from students and the FAA community, the SAR has been modified to a "student" oriented form where the information/ steps are given in a sequenced manner (linear timeframe of SAR process). After additional modifications were made to the redesigned SAR, the current draft is posted on IFAP for general review. So far, we have	

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			received feedback and suggestions on improving the format. In general, the feedback has been positive. In conclusion, APS has pending plans for the redesign and modification of the student correction pages - formerly as Part II of the SAR (Phase II). SAR Redesign Activities - Phase I: Input from students and FAA groups. Initial usability testing (May 2000). Second round of usability testing on the new and "raw" SAR (June 2000). Example of changes: 1. Problem: Unable to read and understand comment page on original SAR. Recommendation: Delete all FAA information and leave student information only. New design drafted and refined by workgroup. Additional comment text changes for 2001-2002. Final SAR usability testing – round 2 (July 2000). Further refinements made to design and comments. SAR draft published on IFAP to solicit feedback from students and FAA groups (November 2000)SAR Redesign Activities – Phase II: To begin in late Spring 2001 and will proceed equally as Phase I with usability testings in the summer months. The redesign group will concentrate mostly on simplifying the language on he comments page and then will look into modifying the second half of the SAR (formerly Part II).	

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
8	Students	1	Analyze the results of the IRS Phase II statistical study of electronic matching of income data, and decide how to use the findings to improve our income verification sample.		90%
				HISTORY MAY 11, 2001: April 23, 2001: Macro provided SFA with a draft Executive Summary of the results of the statistical study.	50%
				APRIL, 2001: We had to adjust the original study schedule because the contractor doing the study for SFA had an unforeseen family emergency and because the programming was more complicated than originally anticipated. We have adjusted the schedule for Phase II of the IRS statistical study as follows: 12/26/00-Macro provided the IRS with SAS programming to perform need analysis using IRS income on the study sample and to generate statistical tables. 1/31/01-IRS will provide SFA with requested statistical tables. 2/9/01-Based on results of first batch of tables, ED requests additional tables from IRS. 3/5/01-Macro requests additional tables from IRS. 4/6/01-Macro will provide SFA with a draft report of the results of the statistical study. 5/4/01-Macro will provide SFA with a final report summarizing the findings of the Phase II statistical study (which compares parent and student 2000-2001 FAFSA-reported income to 1999 IRS income data). 7/17-ED provided the IRS with Phase II study sample files (50,000 independent students and 50,000 dependent students and their parents).	65%

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			July 17-August 4 - IRS matched ED file data with IRS master file data and extracted IRS data for statistical study. September 18-ED provided the IRS with SAS programs to: Link parent SSNs and IRS data to appropriate student application record. Determine what parent IRS income figures to use in the analysis. Substitute FAFSA income data fields with IRS income data (this program will also assume certain income earned from work values based on actual IRS AGI values). December 26-ED provided the IRS with SAS programming to perform need analysis using IRS income on study sample and to generate statistical tables. January 31, 2001-IRS provided initial statistical tables. February 9, 2001-ED requested additional tables based on some apparent discrepancies in some of the numbers in the IRS tables. February 15, 2001-IRS provided additional tables to ED. March 22, 2001-Error detected in output from IRS. Programming change made and sent to IRS to correct error.	

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
9	Students		Increase the total number of borrowers repaying their Direct Loans through Electronic Debiting and other electronic methods to a minimum of 400,000 borrowers.	As of 05/31/2001, the number of borrowers is 385,668. This year to date increase of 124,668 represents nearly 90% of the annual goal. *HISTORY* MAY 11, 2001: As of April 30, 2001, the number of borrowers is 372,510. This year-to-date increase of 111,510 represents 80% of the annual goal. APRIL 13, 2001: Electronic Debiting provides the borrower with an efficient means of payment that eliminates the need for check writing, mailing and postage. In addition, there are savings to SFA in processing for Electronic Debiting borrowers. This process provides a more consistent payment flow and error free environment. In the beginning of FY01 there were 261,236 Borrowers using Electronic Debiting. An increase of 138,700 Borrowers for FY2001 is required to meet the goal of 400,000. As of 03/31/2001, the number of Borrowers is 355,810. This year to date increase of 94,574 represents 68% of the annual goal.	90% 80%

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
10	Students		Retire Central Data System: transferring necessary functionality to other systems.	COMPLETED Retirement of Central Data Systems was successfully completed on November 19, 2000. This implementation was completed with no interruption in service and was transparent to the customer. This project resulted in significant savings to SFA operating costs and eliminated redundancy across systems.	100%
11	Students		Process all deferment and forbearance requests within seven days of receipt at the Direct Loan Servicing Center.	*HISTORY* APRIL 13, 2001: The average processing timeframe for deferment and forbearance requests was 6.45 days during March. The service Center continues to be committed to the lowest possible turnaround time.	Exceeding Standard
12	Students		Provide, via the Direct Loan Servicing Web site, new Spanish language deferment and forbearance requests.	COMPLETED With the implementation of our web site task order, borrowers who speak Spanish as a first language will not only be able to access deferment and forbearance forms in Spanish, but the majority of the DLS web site will also be in Spanish. The entire Direct Loan Servicing Web site was made available in Spanish effective February 20, 2001, at http://www.diservicer.ed.gov/. This enhancement is made in conjunction with the School Year Software Release 2001/2002.	100%

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
13	Students		Process Loan Consolidations in 50 days or less.	NO CHANGE *HISTORY* APRIL 13, 2001: We are currently booking loan consolidations in an average of 46 days.	Exceeding Standard Exceeding Standard
14	Students		Increase the number of consolidation applications filed electronically by 50%, as a percentage of volume, or a minimum of 150,000 applications filed electronically in FY2001.	Through May 2001 we received 228,507 electronically filed applications representing 72% of the total application volume. The goal of 150,000 applications filed electronically has been met. *HISTORY* MAY 11, 2001: Through April 2001 we received 201,279 electronically filed web applications representing 72% of the total application volume. APRIL, 2001: Through March 2001 we received 173,282 electronically filed web applications representing 72% of the total application volume.	100%
15	Students	2	Keep the default recovery rate at 10% or higher.	As of June 5, we have now passed a significant threshold with combined recoveries totaling $1,012,485,941. We are almost $60 million ahead of our recovery pace from June 5 of last year. *HISTORY* MAY 11, 2001: Combined recoveries through April were approximately $2.7 billion comprised of approximately $800 million in ED recoveries and with the remainder of $1.9 billion with the guaranty agencies. Administrative Wage Garnishment payments are up 25% over FY 00.	

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Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			APRIL 13, 2001: The recovery rate is comprised of the sum of ED's collections and the guaranty agency's (GA) collections on defaulted loans divided by the outstanding portfolio at the end of the previous year. At the end of FY00, our portfolio was $28.8 Billion. Combined recoveries through March were approximately $2,496 Billion. At this pace, on a seasonally adjusted basis, annual recoveries will be approximately 15% of the outstanding portfolio. This recovery rate puts us on target to easily exceed our goal. Private collection agency combined recoveries are up 10% over FY00. Administrative Wage Garnishment payments are up almost 23% over FY00.	
16 Students	3	Fully implement the National Directory of New Hires database matching program to enhance default recoveries and resolutions.	On May 24th, results of SFA's second match with HHS' NDNH database were calculated. SFA sought to match 1.25 million collection records against HHS' database, with almost half being guaranty agency records. The match produced data on a total of 461,728 accounts, with unpaid loan balances totaling approximately $1,181,255,690. As of May 31, SFA has collected over $57,000,000 as a result of receiving NDNH data. The month of May alone generated a total of $22,895,110 in collections through this initiative. SFA anticipates receiving collection data from the guaranty agency that participated in this match within the next couple of months. Since matching efforts with HHS began, new information has been obtained on	

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			690,621 accounts, whose unpaid loan balances total approximately $3,209,718,229. *HISTORY* MAY 11, 2001: On April 27th, the second match tape was sent to HHS/OCSE and included data from eight guaranty agencies of the FFEL community. The participating agencies vary by size, and were selected by the NCHELP Debt Management Committee. The agencies participating are Texas, Oklahoma, Pennsylvania, New Jersey, Iowa, Louisiana, USA Funds, and Massachusetts. A "live" match tape containing 1.25 million collection records was sent to HHS/OCSE for matching against the NDNH database. Of this total, 673,689 records were from the SFA database, and 581,277 were from the participating guarantors. The results from this submission should be received by the week of May 21. Collections results data received from the initial match continue to grow at a steadily increasing rate. Since the initial match at the end of January, approximately $35 million has been collected primarily through this initiative. Security Addendum signed by heads of both agencies. Interagency Agreement outlining cost of the match signed by heads of both agencies. APRIL 27: Since the initial match at the end of January, approximately $19 million has been collected primarily through this initiative. On April 28,	50%

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			2001 the second match will occur and include participation of eight guaranty agencies. The agencies vary by size and were selected by a committee. The agencies participating are Texas, Oklahoma, Pennsylvania, New Jersey, Iowa, Louisiana, USA Funds, and Massachusetts.	

MARCH 2001:
Security Addendum signed by heads of both agencies. Interagency Agreement outlining cost of the match signed by heads of both agencies. A "live" match tape containing 1.9 Million ED Collection records was sent to HHS/OCSE on December 27th for matching against the NDNH database. Match Results received from HHS/OCSE on January 23, 2001. Results indicate the following: Successful hits: 1,092,454; Eligible for collection activity (according to statute's requirement of <$16,000 annualized income): 424,508: Total Revenue of eligible accounts: $2,027,150,175.52. Data received from the initial match was added to borrower accounts on February 1, and was included in the transfer to contract collection agencies on February 3. Matches are anticipated quarterly, with the next match scheduled to occur in late March or early April. ED expects to include ten guaranty agencies in this match as a pilot before allowing all agencies to participate. The ten agencies will vary in size, and will be selected by their committee. In an effort to assure that information is used for accounts whose annualized income exceeds $16,000, ED's | |

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				programming will only return accounts that meet that requirement back to the guaranty agencies.	
17	Students	4	Based on the "Fall Repayment Symposium," establish a program and multi-year goals to further reduce the cohort and lifetime default rates.	*HISTORY* MAY 11, 2001 APRIL 27: Met with NCHELP to identify Guaranty Agencies (such as Texas Guaranty and New York Guaranty) currently utilizing risk assessment models (default predictability models). Met with Direct Loan servicing vendor to identify the rate of success of the current default aversion tools utilized with the Direct Loan Portfolio. Developing a toolbox of flexible due diligence practices. piggyback with a consortium of key GA's and financial institutions to share information relating to default aversion best practices and new technologies. Developing tools to understand the payment habits and other attributes of the borrower. A book was developed based on the Fall Repayment Symposium. This book will assist in developing a plan to help meet the goal of reducing future default rates. Identified all current practices of default aversion utilized by Direct Loan Servicing. Created reports identifying various "buckets" of delinquency in 30-day increments through period up to delivery to collection agency (360 days delinquent). Created reports that identify basic characteristics of the delinquent borrower. I.e. length of time in repayment, school type, loan type.	50% 5%

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				FEBRUARY 2001: A draft book was developed based on the Fall Repayment Symposium, and is currently in review. This booklet will assist in developing a plan to help meet the goal of reducing future default rates. Identify all current practices of default aversion utilized by Direct Loan Servicing. 05/30/2001 Rate success of current methods of default aversion used by Direct Loan Servicing. 08/31/2001 Define a draft of life default rate model (i.e. predictability model to identify characteristics that may lead to default of a loan). 09/30/2001 Create a consortium with key GAs to share information relating to default aversion best practices and new technologies. 09/30/2001 Develop a draft of flexible due diligence requirements and links to incentives. 06/30/2002	
18	Schools	5	Increase oversight efforts by increasing Program Reviews by 20%. In FY 00 we performed approximately 130 on-site reviews.	*HISTORY* MAY 11, 2001: As of May 9, 67 Program Reviews have been conducted. APRIL 13, 2001: On schedule. The Case Teams were reminded of the importance of program reviews on Dec 22, 2000. Case Teams developed plans to assure that reviews are completed by the end of the fiscal year, contingent on availability of travel funds. Case Team plans for conducting 163 program reviews are complete and 51 reviews have been	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				conducted and entered into the PEPS database as of April 9, 2001.	
19	Schools	6	Educate the foreign school community about SFA program requirements to reduce non-compliance. (Examples of possible efforts include developing a Student Financial Aid Handbook for foreign schools, or providing additional training)	The Foreign Schools Team in the Schools Channel continues to offer specific training to targeted segments on the electronic application to participate, Title IV requirements, and debt management counseling for students. The IG has revised their schedule for completion of the Audit Guide to September 2001. In the interim, the Guide will be sent to OPE for review. Comments due July 7. The IG will then issue the Guide on July 31 for public comment, specifically from organizations like AICPA. The review period will be 30 days. Issuance in draft will occur in September 2001. At that point the draft can be used, with the final revisions in the March – June 2002 timeframe. The IG is requesting Secretary Paige's approval of a $500,000 threshold for full compliance audits. For foreign schools that receive less than this, the audit requirements will be simplified. *HISTORY* APRIL 27 2001: There are 487 postsecondary schools in countries outside the United States that participate in the FFEL program. The OIG is developing an SFA audit guide specifically for foreign schools. Scheduled completion is June 2001. MARCH 2001: On schedule. There are 509 postsecondary	50%

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				schools in countries outside the United States that participate in the FFEL Program. Their participation helps Title-IV-eligible students attend schools located outside the United States and receive funding under the FFEL program only. SFA is developing a new publication, the Student Financial Aid Handbook for Foreign Schools. Its purpose is to aid and guide foreign institutions that are participating in the FFEL Program. Scheduled completion is 9/30/2001. The OIG is developing an SFA audit guide specifically for foreign schools. Scheduled completion April 2001. The Foreign Schools Team in the Schools Channel continues to offer specific training to targeted segments on the electronic application to participate, Title IV requirements, and debt management counseling for students.	
20	Schools	7	Create a process that would prevent students from being able to falsify enrollment at foreign institutions by implementing a pilot program with the national student loan clearinghouse to better track student enrollment at foreign schools. Based on the effectiveness of the pilot program expand the initiative or identify alternative measures to eliminate falsified enrollment at foreign schools.	*HISTORY* APRIL 27, 2001: CMO met with OPE Policy Group on April 10 and presented briefing paper on recommendations for statutory and regulatory changes for foreign school compliance issues. Recommended that we promulgate regulations requiring lenders to verify admission of students before delivering disbursements directly to students. Consider whether to keep current requirement of notice to school by lender that disbursement has been made. 682.207(b)(1)(v)(E). Also, include a school	50%

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			responsibility provision that requires the school to provide this information to the lenders. APRIL 13, 2001: Letter was sent March 19,2001 to the Clearinghouse requesting that the pilot be continued for another year. Clearinghouse Board has not made a decision on continuing. In spring 2000, ED identified guaranty agency and potential foreign school participants. In July 2000, the National Student Clearinghouse, three guaranty agencies and nine foreign schools began participating. By December, only seven of the nine participating schools had completed one full submission of student enrolling data on the Clearinghouse website. During the Pilot, guaranty agencies were able to conduct pre-disbursement enrollment checks for some loan applications. Non-matches were verified with the school. Because some schools were not able to complete their student enrollment data entry prior to their students submitting loan applications. Some loans were disbursed without verification of student enrollment. For these loans, post-disbursement verification was done to verify that the student was enrolled. There are no incentives for the Clearinghouse, the GS's, or the schools to participate in the Pilot. ED sent the Clearinghouse a letter in March 2001 requesting to extend the Pilot for another year and to make minor modifications. A decision from the Clearinghouse Board is pending. ED is also considering regulatory changes to require	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				verification of student enrollment at foreign schools prior to loan disbursement. ED needs to consider GA workload & funding for this task, time zones, hardship on students, and burden on foreign schools.	
21	Schools	8	Make a determination on the initial cohort of recertification applications for all foreign non-medical schools eligible to participate in the FFEL Program.	*HISTORY* APRIL 27, 2001: On schedule. March 1997 all foreign schools (823) (836) were reminded that they must be recertified and that an application must be submitted by July 1997. 436 schools did not reply. Of the 387 (400) schools that did reply, most did not timely submit or submit a complete recertification package. All but eight (8) schools have been recertified and approx. 100 have been reinstated. There are currently 509 (487) foreign schools participating in the FFEL program only, which funds approx. 12,500 students annually at just over $214 million. The average default rate for foreign schools is 2.6%. Most schools are public and private nonprofit and receive less than $100,000 annually (335 schools almost 70%) with the FFEL funds being disbursed directly to the students in one payment. Foreign educational systems are different from domestic and it is difficult to apply domestic rules to foreign systems. Communications are a challenge due to high turnover at the institution regarding who is responsible for administering the FFEL program. Usually no Financial Aid Administrator exists, because other countries are	95% 50%

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				not awarding financial aid or the country itself administers the entire program (e.g.: UK has a new loan program that is totally run by the government). Requesting statutory relief for public and private nonprofit schools receiving under $300,000 for submitting an annual compliance audit, similar to A-133 audits for domestic public and private nonprofits. Currently only 71 schools receive $300,000 or greater. Requesting statutory relief in using the ECFMG pass rates for foreign medical schools (50 schools required to submit this data). These schools can only receive the ECFMG data if the student permits it and this testing includes an English test. SFA will suggest using LCME data instead, but rates will be lower than 60% receiving passing score (according to IG audit 40% received LCME passing scores in 1998). The IG is currently clarifying its SFA compliance audit guide to more specifically address foreign schools issues.	
22	Schools	9	Keep the cohort default rate under 8%. Based on the "Fall Repayment Symposium," establish a program and multi-year goals to further reduce the cohort and lifetime default rates.	*HISTORY* MAY 25, 2001: On schedule. APRIL 27, 2001: On schedule. The national student loan default rate of 6.9% in FY98 is less than a third of the peak rate of 22.4% in FY90. FY99 national student loan default rate will be issued in September 2001. In October 2000, SFA sponsored a Student Loan Repayment	50%

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			Symposium, attended by the best in the business (a cross-section of SFA, Schools, Lenders, GAs, Secondary Markets) to continue to examine and share best practices to further reduce student loan defaults. Provide cohort default rate presentations at the following venues: Electronic access conference (in conjunction with NSLDA)-Nov/Dec 2000. Southern Association of Financial Aid Administrators-February 2001. Direct Loan Conference-March 2001. Identified schools (approximately 250) that may need technical assistance and refer these schools to Direct Loan School Relations and Case Management Teams for technical assistance. FY99 draft cohort default rates were calculated in January 01. Based on the draft data it appears that we will meet our goal of keeping the default rate under 8%. Made presentations at the EAC and SASFAA. Provided draft data to reviewers for additional information during technical assistance reviews. Will participate in an upcoming Default Day sponsored by CMO and DL School Relations. As a follow up to the Student Loan Repayment Symposium, DM staff will present at the Virginia Assoc. of Student Financial Aid Administrators in May 2001. Member of Default Reduction Team - reconstituted team which will continue where symposium left off.	

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
23	Schools		Provide each school with single SFA point of contact: a place they can always call to get their questions answered.	COMPLETED	100%
24	Schools		Release version 1 of the School Portal. This version will, for the first time, bring all our services together through a master web page, configurable by each user to their priorities.	COMPLETED Version 1 was released on March 7, 2001 at the DL Conference in Houston, TX.	100%
25	Schools		Release version 2 of School Portal. This version will provide increased personalization, links to operating websites, query and downloading of available data, and a consolidated Title IV-wide event calendar.	*HISTORY* APRIL 13, 2001: Schools Portal version 2.0 – Postponed until FY 02 due to funding restraints.	10%
26	Schools		Choose operating partners to assist in building a common business process and system for aid-origination and disbursement for Pell Grants, Campus-Based Programs and Direct Loans. Establish performance measures for the completed system.	The COD business case has been approved and share-in-savings negotiations and performance measures development have begun, *HISTORY* APRIL 27, 2001: On schedule as of 4-27-01. Modernization Partner and SFA are working on the performance measures and the shared-in-saving. Change completion date to 5/31/01 since shared-in-savings deal is still being developed, and it will contain the final performance measures.	50%

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
27	Schools		Assess the current systems maintaining school information and related functional requirements. Develop and implement a strategy for creating a single "system" of unduplicated school data.	*HISTORY* MAY 11, 2001: Phase 1 complete. This involved the development of a data dictionary/school data model. This resolves the data discrepancies among the numerous legacy systems for SFA staff. MARCH 2001: Phase 1 nearly complete.	100%
28	Schools		Complete 96% of reimbursement requests within 30 days.	For FY 2001 year to 6-07-01, 99% of reimbursement requests have been processed within 30 days. *HISTORY* MAY 25, 2001: For FY 2001 year to 5/21/01, 98.9% of reimbursement requests have been processed within 30 days of Receipt. MAY 11, 2001: For FY 2001 year to May 8, 2001, 98.9% of reimbursement requests have been processed within 30 days of receipt. APRIL 27, 2001: Exceeding standard. For FY 2001 year to 3/30/01, 98.9% of reimbursement requests have been processed within 30 days of Receipt. Exceeding standard. For FY 2001 year to 4/13/01, 98.8% of reimbursement requests have been processed within 30 days of Receipt.	Exceeding standard

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
29	Schools	10	Develop action plans for at least 90% of the schools on reimbursement. The action plans will spell out how and when schools will eliminate the issues that led to the reimbursement action.	The Case Management Teams are continuing to provide technical assistance and to closely monitor the institutions. The teams are on schedule with action plans to reduce the number of schools on reimbursement. *HISTORY* MAY 25, 2001: We now have 70 schools on reimbursement. MAY 11, 2001: Two institutions were removed from reimbursement/cash monitoring 2: The Maryland College of Art and Design, MD was transferred to heightened cash monitoring 1, effective May 8, 2001; and United Education Institute, CA was transferred to cash monitoring 1, effective April 27, 2001. APRIL 27, 2001: The Case Management Teams are continuing to provide technical assistance and to closely monitor the institutions. As a result of the teams continued efforts to work with the institutions, one institution (Southeastern University in Washington, D.C.) was removed from reimbursement after 11 years and was returned to advance pay on April 12, 2001. In addition, we have placed two schools on reimbursement/cash monitoring for the following reasons: West Side Institute Technology in Cleveland, OH was placed on Heightened Cash Monitoring II (HCM-2) for the school's failure to renew a 10% Letter of Credit (LOC); and Comair Aviation	70% 50%

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			Academy in Sanford, FL was placed on reimbursement for an open program review with serious deficiencies. MARCH 2001: On schedule. From October 2000 through March 2001, the Department of Education reduced the number of schools on the reimbursement or cash monitoring payment method from 73 to 67 (two schools were deemed ineligible for participation in the SFA programs and four schools were returned to advance payment method). Schools are transferred continuously to the reimbursement/cash monitoring method of payment, particularly for financial responsibility. "the reason and number of schools on reimbursement are as follows: financial responsibility (10); settlement agreements (4); termination/revocation of eligibility (4); closed schools (2); cash monitoring (11); default rate (2); severe program review (9); reimbursement (22); late audit (1); OIG investigation (1); and Direct Loan funding reconciliation (1). SFA developed action plans for at least 90% of the schools on reimbursement. The action plans specify when the schools will eliminate the issues that led to the reimbursement or cash monitoring action. While the Department will continue to monitor most of the institutions on the reimbursement or cash monitoring payment method due to settlement agreements or other programmatic conditions, the Department has pending actions with ESS College of Business in Dallas, TX due	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				to an ongoing OIG investigation.	
30	Schools	11	Resolve 93% of school audits within six month of receipt.	For the period 5-13-01 through 5-23-01, 98% of school audits were resolved within 6 months of receipt. *HISTORY* MAY 11, 2001: For the period 4-16 to 4-28, 2001, 99% of school audits were resolved within 6 months of receipt. APRIL 27, 2001: For the period 3-18 to 3-31, 93% of school audits were resolved within 6 months of receipt. For the period 4-1 to 4-15, 100% of school audits were resolved within 6 months of receipt. Year-to-date average is 93%. MARCH 2001: Exceed standard. For the period 3/04/2001 to 3/17/2001, 96% of the school audits were resolved within 6 months of receipt.	Exceeding Standard Exceeding Standard
31	Schools		Process 98% of the Direct Loan origination and disbursement records within two days. The current baseline is three days.	*HISTORY* MAY 11, 2001: April loan origination processing within two days was 99.99%. Year-to-date loan origination processing is 96.83%. April disbursement processing was 99.18%. Year-to-date disbursement processing is 99.18%.	Exceeding Standard

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				MARCH, 2001: Oct 99.95%, Nov 85.52%, Dec 99.98%, Jan 99.96%, Feb 92.88%, Mar 99.96%. The February percentage was below the standard, as a result of the 2001/2002 software implementation on 2/19, but we recovered for March.	
32	Schools		Process 98% of the Pell funding requests from RFMS receipt through GAPS within 24-36 hours so that funds are available for school drawdown within five days.	For the two-week period of May 20 – June 2, 2001, 100% of the disbursement batches processed from TIVWAN through RFMS to GAPS within 36 hours, exceeding the standard of 98% within 36 hours. A total of 7,343 batches were processed representing over 150,000 individual student disbursement transactions. _HISTORY_ MAY 11, 2001: EXCEEDING STANDARD for the first time this year. For the two week period of April 22 through May 5, 99.9% of the disbursement batches processed from TIVWAN through RFMS to GAPS within 36 hours. A total of 7068 batches were processed representing over 200,000 individual student disbursement transactions. Batch processing time exceeded 36 hours on only 4 batches. The maximum processing time was 126 hours (1 batch). This dramatic improvement is due largely to the replacement of the manual approve and pay (AP) process with an automated general ledger process that allows transactions to process more quickly through the RFMS. The percentage of transactions processing within 36 hours has been around 50% until this reporting period.	Exceeding Standard Exceeding Standard

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				APRIL 13, 2001: BELOW STANDARD. For the two-week period March 11 through March 24: 55% of the disbursement batches were processed within RFMS and made available to GAPS within 36 hours. 74% were processed within RFMS and made available to GAPS within 48 hours. 87% were processed within RFMS and made available to GAPS within 72 hours. Maximum processing time (1 batch) from TIVWAN through RFMS to GAPS was 288 hours. There were a total of 9214 batches of school level disbursement requests sent to GAPS during the reporting period. The batches represent over 435,000 individual student level disbursement records processed through RFMS to GAPS. What we are doing to meet the 98% standard: 1) CSC and ACS have completed performance tuning analysis and are developing a schedule of improvements that will devote additional CPU and other resources to processing production data; 2) ACS has optimized table structures and computer programs to increase processing throughout; 3) Replacing the Oracle Financials COTS subledger with the Oracle Financials COTS.	Below Standard
33	Schools		Replatform and migrate the Campus-Based System to a relational database for use in the 2001-2002 FISAP filing.	Reviewing AC Proposal. *HISTORY* MAY 11, 2001: On schedule as of May 11, 2001 APRIL 27, 2001:	20%

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				On schedule as of 4-27-01 APRIL 13, 2001: Conducted UAL Requirements Validation meeting on 12/28/00. eCampus-Based: Redesign the CB system on an Oracle platform with web interfaces for the schools & SFA (DC & regional) staff. Phase I: Requirements & design to be completed 1/31/01. Phase I completed on time & under budget. Deliverables currently under review. Phases II & III to begin if IRB approves funding. Phase II: School web interface to be completed by 9/5/01. Phase III: SFA interface & 'back-end' system redesigned to be completed ~12/15/01. Expanding on project plans for Phases II & III. On schedule as of 4/13/01.	
34	Schools		Provide Direct Loan schools with results of PLUS loan credit checks within two days. Current standard is five days.	_HISTORY_ MAY 11, 2001: In April 100% of PLUS loan credit checks were being provided in two days or less. APRIL 13, 2001: In February, 47.8% of PLUS credit checks were provided in two days or less. In March that improved to 100% of PLUS credit checks being provided in two days or less.	Exceeding Standard
35	Schools		Eliminate the Mid-Term Financial Aid Transcripts	Staff from Program Development and the National Student Loan Data System (NLSDS) are preparing a letter to institutions reminding them of the change in regulations, effective July	90%

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				1, 2001, on the method by which they obtain financial aid history information for transfer students. This change, with the new services provided to schools by NSLDS, finally eliminates paper financial aid transcripts (FATs) from the student aid process. *HISTORY* Under development at NSLDS.	10%
36	Schools		Take whatever actions necessary to maintain the viability and competitiveness of the Direct Loan Program.		
37	Schools		Provide Direct Loan schools with results of on-line entrance counseling electronically, eliminating the need for borrowers to print results and provide to schools.	COMPLETED	100%
38	Financial Partners	12	Based on the "Fall Repayment Symposium," establish a program and multi-year goals to further reduce the cohort and lifetime default rates.	*HISTORY* MAY 11, 2001: Eight sub-teams are in place and gathering information throughout the higher education community on innovations and best practices. All teams are external to SFA. Working intranet web site has been established and teams will be contributing information over the next few weeks. Development of final plan starts in earnest during the week of June. On schedule for completion by June 30, 2001.	5%

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				APRIL 27, 2001: Core team has been established. 90% of members are external to ED. Assignments offered and voluntarily accepted. Development has begun through eight sub-teams led by professionals from various sectors of the higher education community, each assigned one of the eight stages of the loan life cycle. Advance awareness of student aid, financial responsibility education, student aid packaging, enhancing the in-school experience, preparation for departure, grace period communication, planning for repayment, and delinquency/default prevention and recovery. Conference calls are held bi-weekly and progress is shared via website loading of information for all members to review and comment. On schedule for June 30, 2001.	
39	Financial Partners		Establish Web portal for Financial Partners to provide one stop access to SFA services and information.		
40	Financial Partners		Design and implement improvements to the core business functions including electronic business-to-business solutions for lender submission of payment forms.		

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
41	Financial Partners		Implement and monitor at least four voluntary flexible agreements for program participation. Launch all four no later than March 2001.	*HISTORY* All four voluntary flexible agreements have been implemented. Monitoring continues.	
42	Financial Partners		Submit a report to Congress on the viability of expanding the VFA "pilot".		
43	Financial Partners	13	Augment the continuing campaign to eliminate false death and disability claims-- begun in early 2000 by tightening review controls on diagnostic information and original signatures --by implementing a centralized processing pilot project in January, 2001 in concert with four Guaranty Agencies. Pilot will improve the review procedure and permit post submission analysis to identify potentially fraudulent claims for immediate action.	*HISTORY* MAY 11, 2001: Scheduled for implementation May 1, 2001. No evidence that GAs have forwarded any accounts thus far. GAs came up with a list of questions that FP is answering. Schedule is totally dependent on GA cooperation. GAs also claim that they will still need time to make system changes.

APRIL 27, 2001: Rescheduled for implementation on May 1, 2001 because guaranty agencies (volunteers in Pilot Project) wished to wait until all preparations are complete to meet requirements of new regulations published November 2, 2000. Final system changes are in place at the centralized processor – ECMC. ECMC will accept the referred death and disability discharges directly from the guaranty agencies. USAF, NSLP (Nebraska) , Texas and Oklahoma are on board | 95% |

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				as participants.	
44	Financial Partners	14	Conduct and complete investigative analysis on the remaining 1,300 discharges identified from the IG audit by March 31, 2001. These 1,300 - after extensive credit bureau screening - reflect financial attributes which the credit industry considers reflective of lifestyles contrary to that of an individual suffering from a permanent and total disability.	*HISTORY* MAY 11, 2001: FP and working partner continue to fine tune information found on questionable loan forgiveness for borrowers who appear to be either alive and working (disability discharges) or simply alive (death discharges). Meeting with IG staff on May 10, 2001, to discuss IG independent investigation of the most questionable cases. APRIL 27, 2001: Analysis complete. Final SFA/Financial Partners Report issued 4-4-01. Findings include more concrete evidence of fraud and abuse that SFA will ask the IG to investigate on a case by case basis. Evidence points to intentional fraud, though not as common as IG's initial report alleged, that does challenge the integrity of the FFEL program. Eventual centralized processing of death and disability claims is expected to greatly reduce the potential for such illegalities.	95%
45	Financial Partners		Retire the FFEL System (Phase I).		30%
46	Financial Partners		Create the Data Mart (Phase I).	*HISTORY* MAY 25, 2001: The production readiness review is scheduled for May 16. Training scheduled for May 22.	5%

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
47	CIO		Provide continued support to Channels for the design and development of Modernization Projects by achieving 90 percent of the annual major modernization milestones that have been approved by the Information Technology Investment Review Board. (See Sequencing Plan summarized in the Appendix of the Modernization Blueprint).	*HISTORY* MAY 25, 2001: CIO contributions and decisions within CIO span of control are on track. APRIL 27, 2001: Specific milestones to date have been met.	
48	CIO		Develop and implement an infrastructure, and the necessary tools, to support a standard branding view of all SFA data.	*HISTORY* APRIL 27, 2001: Infrastructure tasks have been funded and are proceeding as planned.	
49	CIO		Reduce overall volume-adjusted operating costs for systems migrated to the consolidated data center by five percent.	*HISTORY* APRIL 27, 2001: Contract Transformation proposal for mainframes received.	
50	CIO		Convert partner interfaces from a private network to the Internet.	*HISTORY* MAY 25, 2001: B-trade solution remains on schedule. Completion date is 9/30/2001.	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				MAY 11, 2001: B-trade solution remains on schedule. Completion date is 9-30-01.	
				APRIL 27, 2001: Completion date scheduled for 12-18-01.	
				APRIL 13, 2001: DELAYED In order to accommodate schools' desire for gradual adoption during the fall peak season, the largest 1000 schools will be able to use the internet interface by September 30, 2001. The remaining 6000 plus schools will be online by December 18, 2001.	
51	CIO		Use data warehousing to provide information to support management reporting, trend analysis, and other assessment functions (Phase I).	HISTORY MAY 11, 2001: Delinquency Loan Mart, CFO Data Mart and FP Data Mart are on track. APRIL 27, 2001: A task plan is being communicated through the IRB for release of approved funds and start of work.	
52	CIO		Build the enterprise technical architecture including Middleware.	HISTORY MAY 25, 2001: On schedule. MAY 11, 2001: ON SCHEDULE APRIL 27, 2001: The software has been installed and the	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				connectivity is connected.	
53	CIO	15	Enhance the security infrastructure based upon the framework and policies developed in FY 2000.	*HISTORY* APRIL 13, 2001: To achieve this measure, SFA will analyze security infrastructure to create a preliminary cost-benefit business case. Infrastructure needs will be communicated to business units, and agreement about specific results will be obtained and provided to them. Funding will be obtained for the package of target results and a detailed action plan will be created, and the plan will be implemented according to milestones therein.	
54	CIO		Implement configuration management for SFA initiatives.	*HISTORY* MAY 11, 2001: ON SCHEDULE APRIL 27, 2001: NO CHANGE APRIL 13, 2001: To achieve this measure, configuration management practice and methods will be introduced to IPTs.	
55	CIO		Complete the IT policies and procedures manual including architectures, software engineering standards, privacy and security, systems development life cycle and configuration management.	*HISTORY* APRIL 27, 2001: The final version of the SDLC was inserted in the Technology Handbook. The road show presentation and deployment plan were finalized.	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				QA/IV&V standards are complete.	
56	CIO		Test new technology and business processes by implementing three Electronic ID processes with customers, external partners and/or employees.	On track. E-Sign: SFA approved NCS' contract proposal to provide Direct Loan authentication services for DL e-Master Promissory Note. E-Sign Mad Dog met with the IRB on 5-15-01 and returned $1.3 million in cost savings from E-Signature development. Coordination of test schedules between NCS (STAN, CPS), EDS (LO, LC) and VDC being developed. System of Record Notice for the Student Authentication Network signed on 5-24-01 and expected to be published in the Federal Register on 6-1-01. SFA Campus Card: Regional badging analysis provided to CFO-SFA Administration on 5-23-01. *HISTORY* APRIL 27, 2001: On track. Outreach with FFEL community and NCS on PIN site interface during week of March 12.	
57	CIO		Complete the migration of the Direct Loan Servicing System to the Virtual Data Center.	PROJECT DROPPED	PROJECT DROPPED
58	CIO		Define and Publish Application Program Interface (API) Standards for all technical services and some business services (e.g. CPS) for third party software developers and Financial Partners.	*HISTORY* MAY 25, 2001: On track.	

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
59	CIO		Develop the Enterprise Solution for electronic signature which includes the technology, processes and regulatory changes needed.	*HISTORY* MAY 25, 2001: Required funding unavailable. Pilot design effort (Schools Portal only) funded as part of security policy task. MAY 11, 2001: Funding for modest beginning approved on April 24, 2001. Modernization Partner has not responded to task order invitation. IRB decision has been to delay this objective until FY 02. APRIL 27, 2001: Funding still not approved, though SFA and Modernization Partner have agreed on approach for first phase. Possibility of share-in-savings.	
60	CFO	16	Demonstrate enhanced SFA financial management through new IT systems, improved processes, more experienced professional staff, stronger internal controls, and robust financial reports.	FUNDS CONTROL/MONITORING: The monthly Status of Funds Report is now available on SFANet. SFA managers can access their detailed and/or summary reports, beginning with the month of April, by entering the CFO/Financial Management page of SFANet and scrolling down to the monthly report selection under the "Budgets" heading. IMPROVING PAYMENT CONTROLS: SFA Administration continues to work with the GAO as it reviews and analyzes SFA's purchase statements. The Director of SFA Administration also met with the OIG and provided that office with information that outlines internal controls he has instituted since arriving at SFA.	63%

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Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			MANAGEMENT CONTROLS: SFA Administration has completed the physical inventory of CFO's assets. To date, 90% of CFO's IT assets have been reconciled against the audit report. SFA Administration plans to develop a desk guide to instruct SFA employees on effective procedures to monitor IT inventory on an on-going basis. SECURITY FACILITY MANAGEMENT: A contract was issued for the security system for our new facility. Installing the security system before occupancy provides us with sufficient time to perform operational tests that will help ensure the safety and well being of SFA employees. *HISTORY* MAY 25, 2001: FUNDS CONTROL/MONITORING: Budget Services forwarded a Detailed Status of Funds Report to channels and enterprise areas this week to help them monitor their expenditures. IMPROVING FINANCIAL REPORTS: The Internal Review Division continues to work with relevant SFA offices and the Management Improvement Team to resolve the FY 2000 FS CAP. MAY 11, 2001: IMPROVING PAYMENT CONTROLS: SFA Administration staff met with the IG's office to discuss audit concerns and formal procurement risk assessment procedures. Staff explained the composition of internal controls regarding procurement training, purchase cards and third party drafts. A follow-	 60% 57%

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Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			up meeting will be scheduled soon to discuss risk designation levels. The Accounting Division also continues to work with SFA Administration to determine if refunding overpayments via ACH/EFT is feasible. Currently, SFA Administration manually processes third party payments to both the Direct Loan Program and private FFEL consolidators. If implemented, this improvement has cost reduction possibilities. IMPROVING SYSTEMS AND OPERATING PROCEDURES: To increase employee satisfaction, SFA Administration is surveying SFA business travelers after their return to determine the service areas most in need of improvement. The survey will be conducted until May 20. The response rate is 52%. To reduce costs, Budget Support Service is assessing our budget for ways to eliminate any possible budget shortfall. We are looking into using prior year funds to fund our portion of "Share-in-Savings," and analyzing our organizational splits, and future hiring and retirement possibilities to see if we can free up additional funds in these areas. FUNDS CONTROL/MONITORING: We have updated our spending plans to reflect new reapportionments based on revised modernization initiatives. IMPROVING ASSET MANAGEMENT CONTROLS: SFA Administration continues its physical inventory of all CFO IT assets. To date, 65% of CFO's IT assets have been reconciled against OCIO's audit report. IMPROVING FINANCIAL REPORTS: The Internal Review Division continues to work	

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
			with the Management Improvement Team to reconcile the status of SFA action memorandums issued by the OIG and prepare reports on the status of open corrective actions related to SFA-specific audit reports. APRIL 13, 2001: Audit Management: For the fiscal year to date, have resolved 5 of 6 internal audits received; closed 8 of 18 open audits, and completed 22 of 34 open recommendations. Asset Management Controls: To address audit recommendations regarding discrepancies in SFA's asset inventory, we are conducting a physical inventory of all CFO IT assets and overseeing an SFA-wide physical inventory; updating the Asset Management Database for CFO inventory and overseeing the update of the Asset Management Database for SFA-wide inventory; and provided asset management database training to Channels and Enterprise offices as necessary. We also established policies and procedures to enhance internal controls of SFA Asset Management to prevent fraud, theft, and waste, which include: implementing a centralized procurement process for non-consumable IT merchandise and centralized receiving of procured IT merchandise; and we have separated procurement and receiving functions. We are in compliance with all standards set by ED, the OCIO Product Support Plan, IT Product Buying Guide, SFA Purchasing Handbook, and SFA Modernization Blueprint. Credit Card Controls:	52%

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				Issued SFA Purchasing Handbook. The information has also been posted on the DFO web page. Controls on Third-Party Checks: SFA Administration has implemented internal controls in response to the IG audit titled, "Results of the OIG Review of SFA's Internal Controls Over the Procurement of Goods and Services Using Third Party Drafts and Purchase cards." The CFO is also moving to eliminate third party checks and utilize EFT. Travel Controls: Provided numerous travel training sessions for HQ personnel and for administrative staff who process travel vouchers. Published and provided travel guidance and an SFA Travel Handbook on SFA's intranet. Currently working with ED on a new travel management system, called "Travel Manager."	
61	CFO	17	Provide full accounting capability for all SFA programs through implementation of the Financial Management System using Oracle Federal Financial products.	IMPROVING SYSTEMS AND REDUCING COSTS = IMPROVING CUSTOMER SATISFACTION: The FMS team just completed the second of three releases for the LEAP/SLEAP program. This second release fully automates the award process. States and territories can calculate initial awards for recipients and can begin to draw down funds in July.	67%
				HISTORY MAY 25, 2001: IMPROVING FINANCIAL REPORTS: The Accounting Division, FMS, Budget Services, and Accenture continue to meet with ED's OCFO to discuss the treatment of Direct Loan accounting documents designed to	60%

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				interface with Oracle/FMS.	
				May 11, 2001: SECURITY IT CONTROLS: FMS continues to work with OCIO to ensure that FMS is in compliance with new OMB security requirements. FMS TRAINING: FMS training continues with CFO offices. The workgroups are intended to promote understanding of the SFA account code structure and to develop account mapping solutions.	57%
				APRIL 13, 2001: FMS is in Phase III of a multi-phase rollout that will result in SFA having its own financial management system. On Monday, April 2, the FMS team in partnership with the Financial Partners Channel released the first in a series of three releases that will result in re-engineering the application and award process for the LEAPP/SLEAPP program. The first release has resulted in fully automating the LEAPP/SLEAPP application process and has eliminated the need for the paper application.	52%
62	CFO	18	Obtain an unqualified opinion on the FY 00 SFA financial statement audit.	UNMET	

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
63	CFO	19	Enhance the SFA-wide activity-based costing module with our FMS and CFO data-mart to track unit costs and provide quarterly managerial reports on core business processes.	IMPROVING PROCESSES/REDUCING COSTS: The Cost Team is preparing a final report for the ABC project. The report will include an executive summary, overview of the ABC project, data collection, model construction and recommendations.	63%
				HISTORY	
				MAY 25, 2001: IMPROVING PROCESSES/REDUCING COSTS: The Cost Team enhanced SFA's ABC Model to include business processes and activities cost for both the Channel and Enterprise office, and is now looking into linking the ABC Model Reporting with the Scorecard Process. The Cost Team is also working to secure a shared network drive to set up the ABC Model Results Reporting.	60%
				MAY 11, 2001: IMPROVING PROCESSES/REDUCING COSTS: The Cost Team enhanced SFA's ABC Model to include business processes and activities cost for both the Channel and Enterprise Offices. Consequently, all SFA offices will now be able to track their reduction in unit costs. The SFA Cost Team developed a user-friendly reporting tool (MS Pivot Tables) for reporting the SFA Cost Model results. TRAINING: The Cost Team trained 58 SFA managers and key employees on the multidimensional cost reporting tool (i.e., MS Pivot tables).	57%
				APRIL 13, 2001:	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				The Cost Team has developed a pivot table as a reporting tool. This tool will make the reporting process less cumbersome for primary ABC users. The Cost Team sent out a pivot table to the Channels and Enterprise offices for a validation of reasonableness of FY 2000 cost. The pivot tables show various views of the Channels and Enterprise offices' FY 2000 cost.	52%
64	Communi-cations		Expand SFANet (the SFA Intranet) to make it not only SFA's central communications tool, but THE transaction tool for SFA's internal business-- like ordering IT equipment, travel reimbursement forms, etc.	*HISTORY* APRIL 27, 2001: Communications is partnering with CIO to design v.2 of SFANet. A contract has been awarded to ROH, Inc. for technical and content maintenance of the Intranet. We are on track to meet our goal by the end of FY 01.	
65	Communi-cations		Develop and implement a national outreach campaign to promote use of key SFA electronic products, such as FAFSA on the Web and the DL Servicing Web site.	*HISTORY* APRIL 27, 2001 Communications has awarded a contract to Wallen Davidson to create a strategic promotion campaign for SFA's key electronic products.	
66	SFA University		Design and deliver a course on student aid traditions to all SFA employees by December 15, 2000 that results in a renewed connection with SFA's history and mission, and strong links to the PBO's mission and standards.	COMPLETED	100%

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
67	SFA University		Design and deliver a course on "SFA Front-to-Back" that will explain all of the steps and processes involved in delivering financial aid. This course will also be offered to our operating partners.	Classes began on schedule May 15, 2001. Registration system shows 986 SFA staff members have registered (80%) and 104 Operating Partner staff have registered. *HISTORY* APRIL 27, 2001: Registration is under way for "SFA Front-to-Back." The course will be offered May 15 through June. At least one session will be offered in each region.	35%
68	Ombudsman		Implement second generation Ombudsman Case Tracking System (OCTS 2.0) that includes: a. student customer web interface to initiate case and check case studies b. assignment manager to distribute case work c. scripting for intake and case evaluation d. knowledge base of SFA policy and previous OCTS case results e. ad hoc reporting capabilities	*HISTORY* APRIL 27, 2001: All milestones are on target, with the exception of the System giving customers interface capability for checking case status. We won't be able to have that capability without a product upgrade and significant systems security planning. Customers do have access to Ombudsman services via the Web, but full implementation of web interface depends on system upgrade.	
69	Ombudsman		Develop and test feedback loop to give internal and external operating partners individualized quarterly reports of cases specific to their unit.		

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
70	Analysis		Develop and implement a research agenda focused on collecting and evaluating program performance.	*HISTORY* APRIL 27, 2001: Outcome: *Develop a list of research projects* that includes statutorily-mandated studies SFA is responsible for conducting, and projects requested by SFA offices. For these research projects, *analyze SFA program data* to measure the impact of our services and program delivery. *Interpret the results* of the analyses*, develop recommendations* for improvements, and *prepare written reports* for use by SFA managers in strategic planning. As of April 16, the research agenda for 2001 includes: • Consolidation of Defaulted Loans-requested by CFO to respond to OIG • Mid-year transfer behavior of students-requested by Program Development Division • Cohort Default Rate reduction initiatives-requested by COO. Research completed. Report of best practices published. • NSLDS responsiveness to customers-requested by COO. Research completed. Internal report identifying issues and recommending improvements published.	
71	Analysis		Develop and implement a data collection and dissemination process that presents SFA-wide program data in an integrated format to all SFA managers.	*HISTORY* APRIL 27, 2001: Outcome: Biweekly report of enterprise-wide data developed through collaborative efforts with	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				Senior Management and program delivery offices. The report will highlight significant changes in trends and volumes. Based on program trends, Program Analysis will work with managers to develop "triggers" than can be used to flag significant changes in information. The effectiveness of the triggers will be monitored over time. Data to be reported will include program statistics and service delivery information identified as necessary for enterprise-wide strategic planning and monitoring.	
72	Analysis		Implement an electronic, web-based performance measurement system that will help increase visibility of our annual plan to all employees and simplify and automate the bi-weekly reporting process.	COMPLETED	100%
73	Analysis		Pilot individual team-based scorecards.	_HISTORY_ MAY 11, 2001: ON TRACK Contract signed with PSG to implement scorecards. APRIL 27, 2001: We are in the process of finalizing the implementation plan and are working towards finalizing the implementation contract. The plan calls for several series of high-level briefings that attempt to identify goals for each of the senior	5%

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				leaders as well as, ensure that the scorecard concept is universally understood. This will be followed by team-based workshops that culminate with the actual development of the team's scorecard.	
74	Analysis		Simplification of FFELP Lender Due Diligence Regulations: With approval of the Deputy Secretary and after consultation with affected communities, PDD will develop a regulatory simplification proposal for lender participants in the FFEL Program. Specifically, this effort will concentrate on simplifying the "due diligence" requirement for lenders in FFEL. The objective will be to place our lender partners into a performance based environment where results, rather than detailed adherence to a set of rules will be measured.	*HISTORY* MAY 11, 2001: Discussions on regulatory development, including issues related to lender due diligence, are being held by the Student Financial Aid Senior Policy Advisory Group. The next meeting of that group is May 12, 2001. At that time, we will have a better idea of whether a regulatory effort in the area of due diligence will proceed.	

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
75	Analysis		Creation of an SFA Program Development Information Database: PDD, with the assistance from SFA's CIO, will develop, populate, and implement a system for electronic storage and retrieval of published policy guidance relating to the Title IV SFA programs. The database will be available to ED staff for use in performing their functions (i.e., training, oversight, customer support) while also creating an electronic "institutional memory" for the organization.	*HISTORY* MAY 11, 2001: Analysis staff recently met with staff from CIO/eCAD and it seems that progress may be forthcoming. The current performance plan calls for this project to be completed by May 31, 2001. This date has been revised to August 31, 2001.	
76	SFA HR		Modify procedures to expedite the recruitment process (completion date of 6-30-01)	*HISTORY* APRIL 27, 2001: The Department of Education has started to implement a web-based recruitment application called Quick Hire. Quick Hire automates the federal recruitment process. The implementation of Quick Hire in ED is tentatively scheduled for May, 2001.	
77	SFA HR		Implement new employee incentives and recognition programs that support the performance plan. (completion date 12-31-00)	*HISTORY* APRIL 27, 2001: Changes to the draft SFA Awards and	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				Recognition program are still being made. The latest changes will modify the proposed Partners in Excellence component of the program to make it a team-based award and to synchronize it with the requirements of the Scorecard program. We will meet with the Union on Thursday to discuss the Scorecard program. It is my hope that our meeting will provide some direction on how to proceed with the award program. If the Union accepts the Scorecard program, then we can proceed with a presentation of the SFA Award program to Senior Leadership next week. This relates to SFA's goal of improving employee satisfaction. Incentive programs such as this are directly linked to employee satisfaction, and the development of an SFA Award program was among the recommendations of the CSTF. This also relates to the goal of improving customer satisfaction, because the purpose of an incentive program is to provide recognition to employees for quality performance/service to our customers. Finally, three of the proposed award program components recognize employees for their contributions to the goals of SFA and/or their contributions to SFA's service standards.	
78	SFA HR		Implement SFA Performance Development Process. (completion date of 05-01-01)	*HISTORY* APRIL 27, 2001: The SFA PDP has been redeveloped to address the concerns of SFA Senior Leadership and the Union. We are working much closer with the Union on the program, but a 5-1-01	

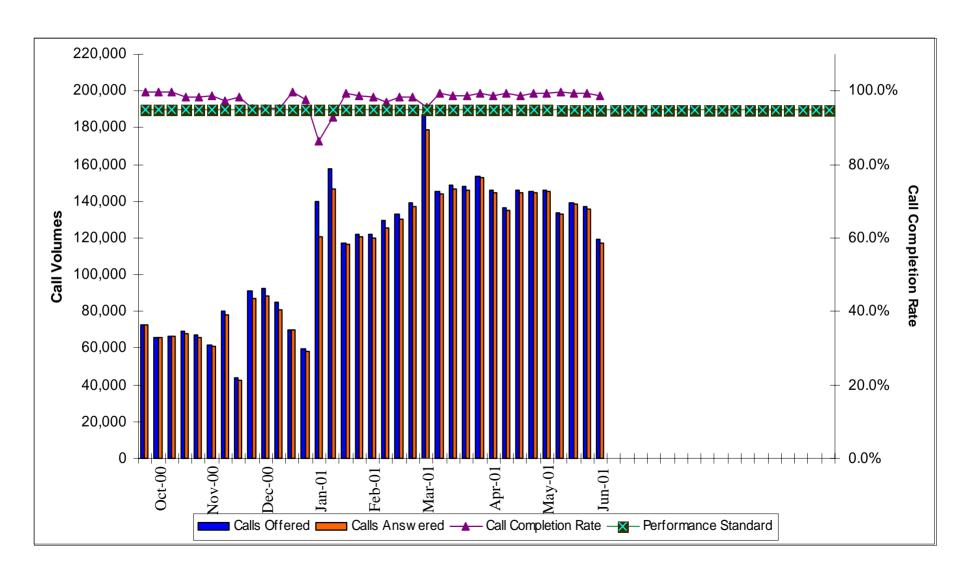|	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				implementation date for the program is not possible.	
79	Acquisition and Contracts Performance		Implement a 'Partnership Program' to establish a better working relationship with SFA Operating Partners (OP). - Document OP contribution to our performance plan. - Improve communications between SFA and OP and among OPs. - Integrate OP into our customer support training.		
80	Acquisition and Contracts Performance		Assume complete responsibility for the management of all SFA contracts, as well as all other acquisition efforts.	COMPLETE	
81	Acquisition and Contracts Performance		Complete adoption of performance measures to appropriate legacy contracts.	*HISTORY* APRIL 13, 2001: Wave II of the contract transition to performance-based is scheduled for the week of May 28th. The targeted contracts are the Virtual Data Center (VDC) and Direct Loan Servicing (DLS).	40%

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	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
82	Acquisition and Contracts Performance		Ensure new contracts include consistent and value-added performance measures.	*HISTORY* MAY 25, 2001: All new contracts are being awarded with value-added performance measures. MAY 11, 2001: NO CHANGE APRIL 13, 2001 All new contracts are being awarded with value-added performance measures.	70% 50%
83	Acquisition and Contracts Performance		Increase participation of small businesses in our contracts and in subcontracts by 5%.	*HISTORY* MAY 25, 2001: Acquisitions and Contract Performance organization is identifying all new procurements that can be set aside for small businesses, women-owned businesses, and small/disadvantaged businesses. May 11, 2001: A & CP organization is identifying all new procurements that can be set aside for small businesses, women-owned businesses, and small/disadvantaged businesses. APRIL 13, 2001: Significantly increased the number of contract awards to small businesses, e.g. conference planning and branding of the new building.	

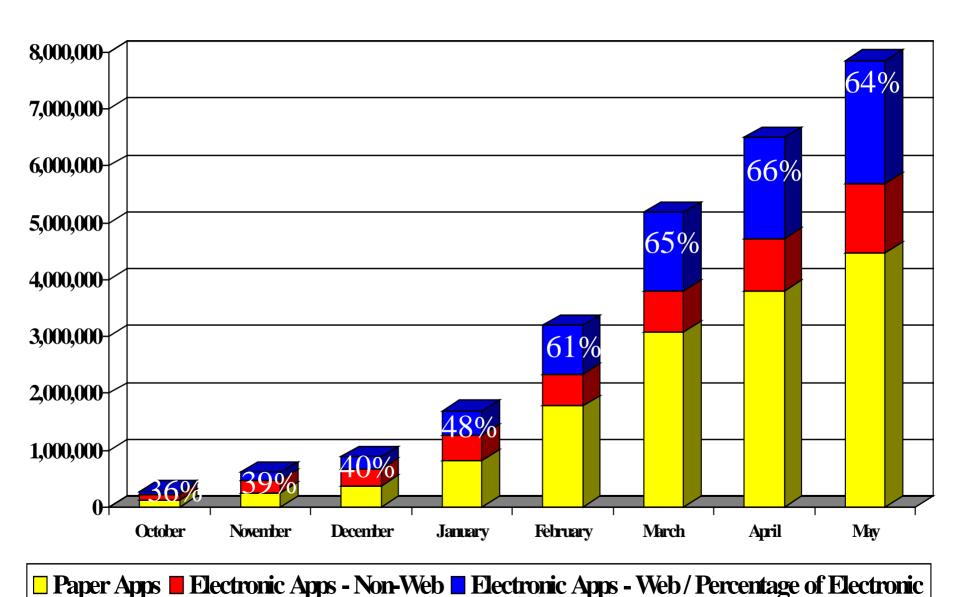|	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
84	Acquisition and Contracts Performance		Develop an automated contract management system to interface with SFA's FMS.	*HISTORY* MAY 11, 2001: NO CHANGE APRIL 13, 2001: In the process of developing contract management module for the SFA's FMS.	40%
85	Acquisition and Contracts Performance		Provide performance-based training on acquisition management to all SFA managers	*HISTORY* MAY 11, 2001: NO CHANGE APRIL 13, 2001: Developing performance-based training for SFA leadership and Project/Program staff.	75%
86	SFA wide	20	In order to eliminate costly corrections to printed documents, implement the recommendations of the Document Quality Control Group.	*HISTORY* APRIL 27, 2001: Currently, only technical publications and forms are proofed by the proofreading contractor. To date, a total of 16 technical publications and forms have been proofed by the contractor. This includes items such as the FAFSA, the SFA Handbook, and the EDExpress Packaging Training to "Ensuring Student Loan Repayment." APRIL 13, 2001: Guidelines were developed for SFA publications. An SFA-wide presentation was made to publication "owners" by two proofreading and	

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete
				publication experts. A proofreading contract was implemented with Technical Quality Management, Inc. All SFA publications, in addition to undergoing an improved internal process, are automatically proofread by a professional proofreading organization before they are printed.	
87	SFA wide		Test all new products or modules with actual "end-users" to identify all major "bugs" and deficiencies prior to product release.		

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Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 05/12/01 to 05/25/01	% Complete

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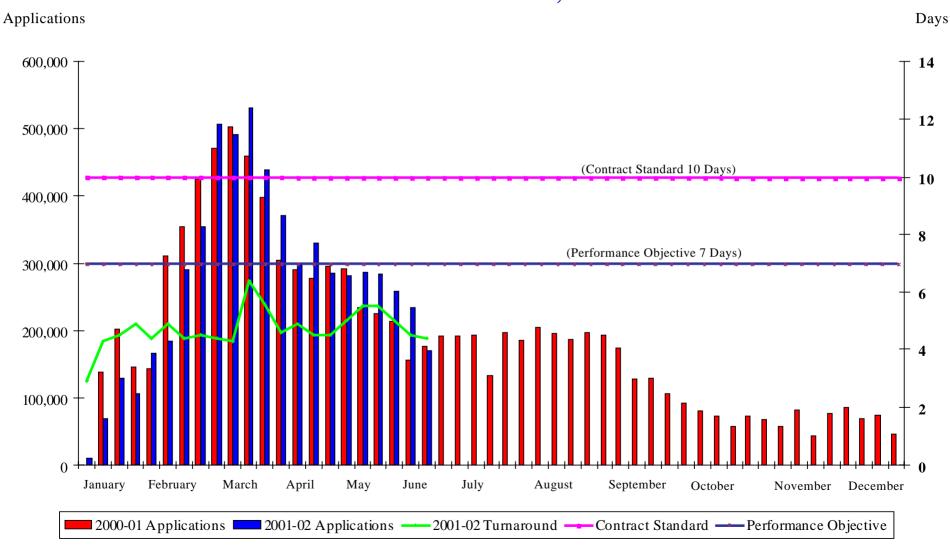
Legend: Calls Offered, Calls Answered, Call Completion Rate, Performance Standard

FAFSAs Processed in Fiscal Year 2001

Legend: ☐ Paper Apps ☐ Electronic Apps - Non-Web ☐ Electronic Apps - Web / Percentage of Electronic

Month	Percentage of Electronic
October	36%
November	39%
December	40%
January	48%
February	61%
March	65%
April	66%
May	64%
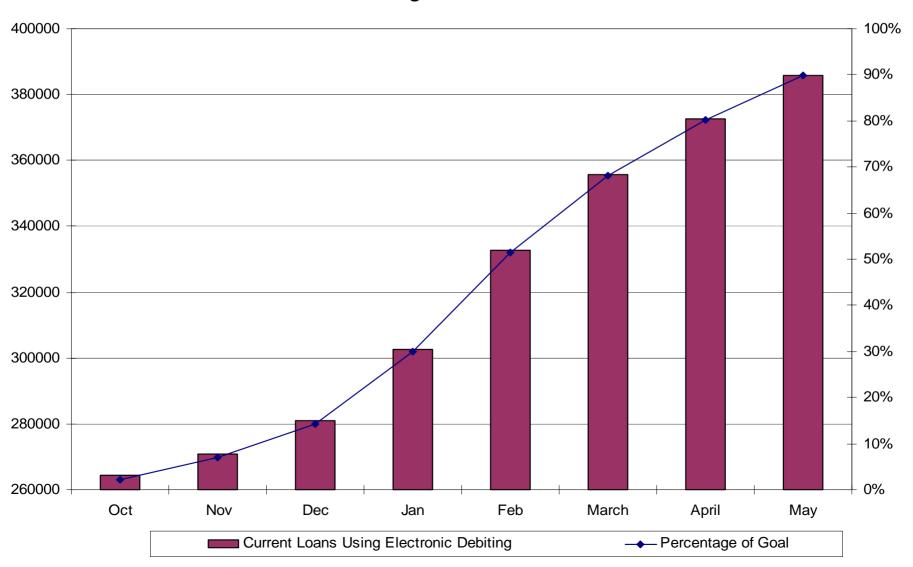
Application Volume and Turnaround
Data as of June 3, 2001

Applications

Days

(Contract Standard 10 Days)

(Performance Objective 7 Days)

Legend: ■ 2000-01 Applications ■ 2001-02 Applications —— 2001-02 Turnaround —— Contract Standard —— Performance Objective
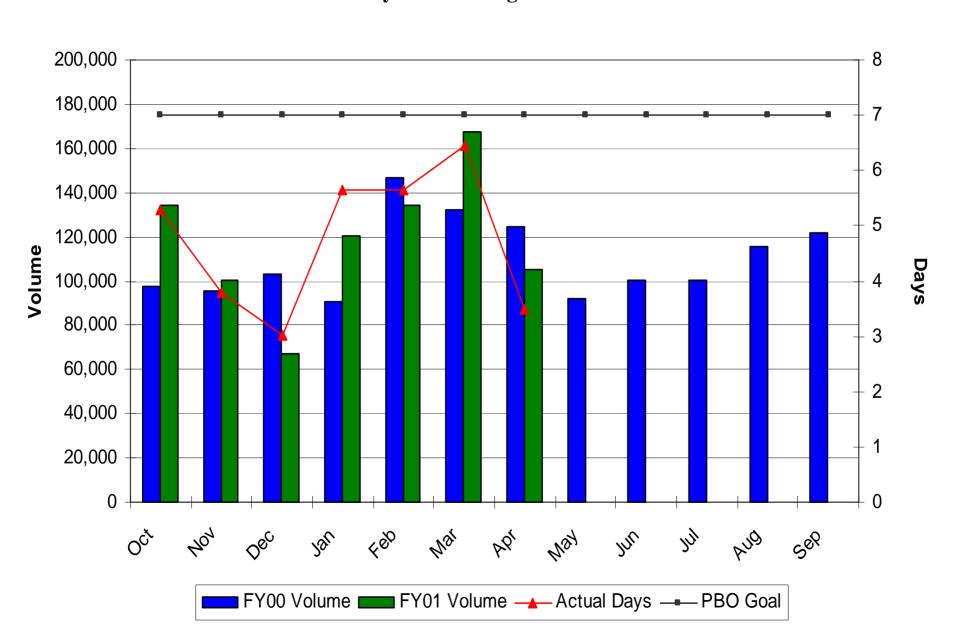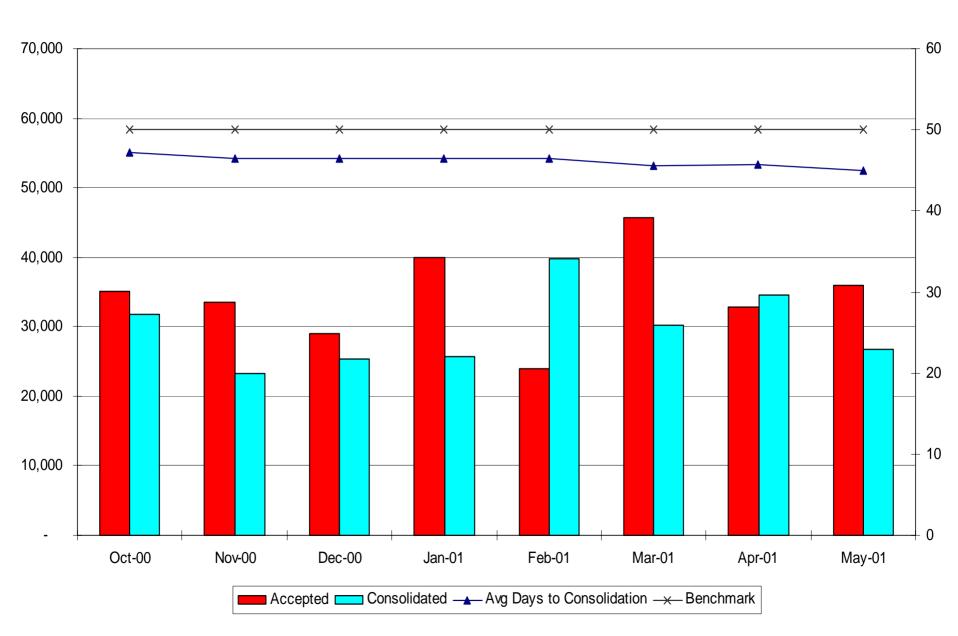
AI 06/4/01

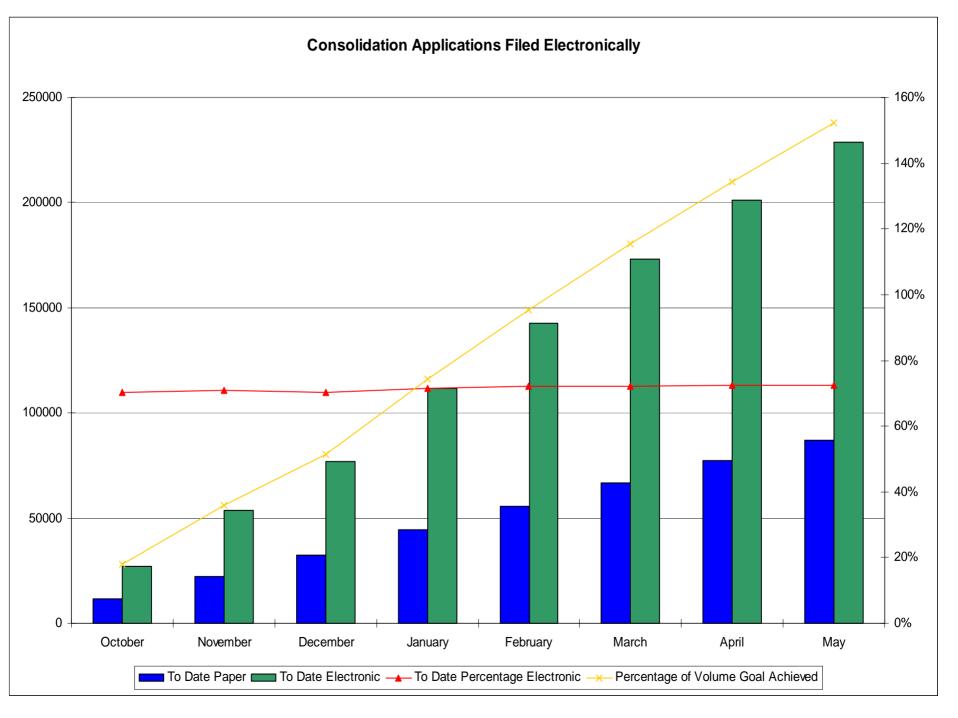# Direct Loans through Electronic Debiting

Percentage of EDA Goal Achived

Processing for Deferments and Forbearances
Monthly Time Average and Volume

Loan Consolidations

Number of Apps

Days to Complete Processing

Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01

Legend: Accepted · Consolidated · Avg Days to Consolidation · Benchmark

Consolidation Applications Filed Electronically

Legend: To Date Paper, To Date Electronic, To Date Percentage Electronic, Percentage of Volume Goal Achieved

Combined Default Recoveries